



Virgin Mobile Frequently Asked Questions

Virgin Mobile strives to offer wireless services to make consumers' lives easier, safer, and more entertaining in many ways. That's why we offer a wide variety of wireless service plans available to meet your specific needs and wants.

We know how important it is for you to understand what is included and what is not before subscribing to a wireless service plan. Below are frequently asked questions about our general service and device offerings. When you find a particular plan that fulfills your needs, make sure that you get specific information regarding that plan's service allowances (e.g., amount of minutes/text/data included), charges, device costs and features and contract terms (if applicable).

Devices:

Can I bring my own compatible phone? No. Presently, Virgin Mobile will not activate non-Virgin Mobile devices and will only activate devices intended for Virgin Mobile.

Do you utilize device locks or software protection applications on your devices? Yes. Virgin Mobile devices are designed to be activated on the Sprint network and most have a software programming lock that, in part, protects many of a device's features and functions against tampering and unauthorized reprogramming, and ensures that the device features are optimized for use on Sprint's network.

What handset insurance options are available? Virgin Mobile offers comprehensive protection, at just \$7.00 per month for Virgin Mobile customers in most instances, if their device is lost, stolen or damaged. Should you experience a covered incident and need to file a claim, you can receive a replacement in typically 24 hours, after paying a low, one-time deductible. Visit <http://www.virginmobileusa.com/help-support/phoneinsurance.html> for additional details.

Coverage Area:

What coverage mapping resources are available? Virgin Mobile provides street level maps online at <http://www.virginmobileusa.com/check-cell-phone-coverage>. Coverage maps are also available at select Virgin Mobile retail outlets.

Fees and Surcharges:

Are additional fees and surcharges added to my bill? Virgin Mobile is a prepaid service and does not send its customers monthly bills for services. Customers access Virgin Mobile services by adding funds to their account. State and local sales taxes & fees may apply when customers add funds to their Virgin Mobile account.

If so, what are they? See above.

Term Contracts:

What service options do not require a term contract? Virgin Mobile does not require customers to enter into a long-term annual contract.

Can I change plans during the contract term? Virgin Mobile customers may change their plans at any time.

Trial Period:

How long is the trial period? Because Virgin Mobile is a prepaid service and does not require customers to enter into a long-term agreement for its services, Virgin Mobile does not offer a trial period.

What taxes, fees and other charges am I responsible for if I cancel during the trial period? See above.

Is the activation fee refunded? Virgin Mobile does not charge an activation fee.

Will I be responsible for an Early Termination Fee if I cancel service during the trial period and don't return my device? Virgin Mobile does not charge an Early Termination Fee.

Third Party Content:

What is third party content? Third party content includes goods and services – such as ringtones, wallpapers, games and alerts – purchased from a third party (i.e. not from Virgin Mobile) the cost of which is deducted from the customer's Virgin Mobile account balance.

Can I block charges for third party content from appearing on my bill? Virgin Mobile provides usage controls free of charge.

If so, how? Customers may call 1-888-322-1122 for information on usage controls (e.g., account blocking tools or similar features).

Usage Management Tools:

What tools are available that will help me monitor and manage my data, text and voice usage?

Virgin Mobile customers can track data, text, and voice usage at <http://www.virginmobileusa.com> or from the My Account menu on their phones.

Virgin Mobile Broadband2Go customers can track their data usage through the My Account page at <http://www.virginmobileusa.com>. This page provides usage information for customers' current browsing session, as well as their plan cycle (10 days, 1 month, etc.). A color-coded bar also shows the customer's usage status.

What charges, if any, apply to each of these tools? These tools are offered free of charge for Virgin Mobile customers.

Will you alert me before and/or after I incur overage charges for exceeding my plan allowances? Yes. Virgin Mobile customers receive a text message notifying them that their minute balance is low. Customers will only incur overage charges (for additional minutes, messages, etc.) if they have available funds in their cash balance.

Can I opt-out of any courtesy alerts? Courtesy alerts are sent to customers free of charge. Currently, customers may not opt-out of receiving courtesy alerts.

International Usage:

Where can I learn about what international services are available and how much they cost? For information on international service, Virgin Mobile customers can visit www.virginmobileusa.com/cell-phone-plans/international-offers/. payLo by Virgin Mobile customers can visit www.virginmobileusa.com/cell-phone-plans/international-offers/#paylo.

Can I block international roaming? Virgin Mobile does not provide roaming.

Parental Controls:

What account management tools are available to restrict or limit phone use by minors? Virgin Mobile does not currently provide account management tools to restrict or limit phone use by minors. However, customers have the ability to block inbound text messaging, web surfing, and international calling. Additionally, Virgin Mobile offers Content Filtering, which allows customers to restrict access to inappropriate Internet content from their handset.

Is there a fee for using the controls? There is no charge for using the above capabilities.